

**Performance Audit
Survey Results for Citizens
and Neighborhood Contacts**

November 2004

**City Auditor's Office
City of Kansas City, Missouri**

November 16, 2004

Honorable Mayor and Members of the City Council:

The City Manager requested that, while surveying residents' perceptions of city services for our third annual city services performance report, we also survey citizens identified as contacts for the city's neighborhood organizations. Using a list of neighborhood contacts provided by the Neighborhood and Community Services Department, we obtained their perceptions of city services.

Residents' perceptions of service quality are related to their overall perception of the city. In other words, residents who are more satisfied with city services also tend to be more satisfied with Kansas City and their neighborhoods. The perceptions of neighborhood contacts may also reflect the concerns of the neighborhood organizations as they seek to improve government responsiveness. Because the neighborhood contacts may have more direct contact with city government, information on the perceptions of both residents and neighborhood contacts can be important when examining the effective distribution of scarce resources. However, while the City Auditor's Office has annually sought the opinions of residents, we do not anticipate surveying neighborhood contacts as frequently.

Most responses from the neighborhood contacts mirrored those received from our randomly selected residents, however, there were instances when the survey responses were significantly different. While more than half of residents were satisfied with the overall services provided by the city, only about a third of neighborhood contacts felt the same. Twice as many residents as neighborhood contacts were satisfied with specific services such as code enforcement and storm runoff efforts.

Neighborhood contacts were also less satisfied with street-related maintenance efforts, specifically sidewalk conditions, street cleanliness, and mowing and trimming along city streets. In the area of public safety, more residents than neighborhood contacts were satisfied with animal control services.

No significant differences were found in satisfaction with Parks and Recreation services, except for adult athletic programs where more residents than neighborhood contacts reported satisfaction. Neighborhood contacts appear to visit the city's parks more frequently. While about a quarter of neighborhood contacts report seldom or never visiting any parks in the last 12 months, over 40 percent of residents gave the same response. Still, for many parks and recreation activities, large portions from both groups responded "don't know" when asked to rate their satisfaction with these services.

In the area of codes enforcement, neighborhood contacts were significantly less satisfied with the services provided by the city than residents. No more than 20 percent of neighborhood contacts were satisfied with sign regulation efforts, weed cutting, clean up of private property, and enforcement of illegal dumping. In all cases, resident satisfaction was much higher.

We would like to thank Dr. Robert Herman, Professor of Organizational Behavior at the L. P. Cookingham Institute, Bloch School of Business and Public Administration, University of Missouri at Kansas City, for his assistance in identifying significant differences between resident and neighborhood contact responses. The audit team for this report was Joan Pu and Gary White.

Mark Funkhouser
City Auditor

Survey Results for Citizens and Neighborhood Contacts

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Survey Results for Citizens and Neighborhood Contacts

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Introduction

Objectives

We conducted this performance audit pursuant to Article II, Section 13 of the Charter of Kansas City, Missouri, which establishes the Office of the City Auditor and outlines the City Auditor's primary duties.

In late 2003, we contracted with ETC Institute to conduct a telephone survey to measure citizen satisfaction with city services and identify which services should receive the most emphasis over the next two years. Specific services included in the survey were streets, public safety (including police, fire, and ambulance service), parks and recreation, water and sewer services, services related to neighborhood livability, and the overall quality of life. The results of these surveys were reported in our 2003 City Services Performance Report.¹

The City Manager requested that, while completing the resident surveys, we also survey citizens identified as contacts for the city's neighborhood organizations. The purpose of this audit is to report the results of surveying the neighborhood contacts and compare them to the perceptions of surveyed residents.

A performance audit systematically examines evidence to independently assess the performance and management of a program against objective criteria. Performance audits provide information to improve program operations and facilitate decision-making.² This audit was designed to answer the following question:

- Do the opinions of neighborhood contacts match those of a random sample of Kansas Citians?

¹ *City Services Performance Report for Fiscal Year 2003*, Office of the City Auditor, Kansas City, Missouri, March 2004.

² Comptroller General of the United States, *Government Auditing Standards* (Washington, DC: U.S. Government Printing Office, 2003), p. 21.

Scope and Methodology

Survey Methodology

Citizens surveyed. Telephone surveys with randomly selected residents were conducted in November and December 2003 and administered to 1,210 households throughout the city. At least 200 surveys were completed in each of the city's six council districts.

The survey had an overall response rate of 52 percent and adequately represents the city's gender, based on the 2000 Census. (See Exhibit 1.)

Exhibit 1. Comparison of Survey Respondent Demographics to 2000 Census – Gender

	Male	Female
Census	47.6%	52.4%
2003 Survey	45.0%	55.0%

Sources: ETC Institute DirectionFinder Survey 2003 and Census 2000 Supplementary Survey Summary Tables.

The survey also adequately represents the city's race/ethnicity characteristics. (See Exhibit 2.)

Exhibit 2. Comparison of Survey Respondent Demographics to 2000 Census – Race/Ethnicity

	White	Black/African American	Other ³
Census	59.6%	35.4%	5.0%
2003 Survey	61.7%	35.1%	3.2%

Sources: ETC Institute DirectionFinder Survey 2003 and Census 2000 Supplementary Survey Summary Tables.

Survey results have a 95 percent confidence level and a margin of error up to +/- 2.8 percent. This means that out of 100 samples drawn in the same manner, we would expect 95 to yield results within the specified error range.

Neighborhood contacts surveyed. A list identifying 256 contacts representing neighborhood groups who registered with the city's Neighborhood and Community Services Department (NCSD) was also provided to ETC.

One hundred and sixty neighborhood contacts completed our survey. Twenty-two were not contacted because the telephone numbers provided were invalid. The remaining 74 were not

³ The "other" category includes Asian/Pacific Islander, American Indian/Eskimo, Other, and those who refused to answer the question.

reached after at least six attempts. The responses from the 160 contacts were used to identify the opinions of all neighborhood contacts with a 95 percent confidence level and a margin of error up to +/- 4.8 percent.

According to NCSD staff, the neighborhood contacts have more interaction with city staff than residents. They invite city staff to attend meetings where their concerns and issues are addressed. They receive quarterly newsletters from NCSD, more frequently communicate with individual city staff through phone calls and e-mails, and more frequently attend council committee meetings.

Significant differences defined. We sought to identify significant differences in the perceptions of city services by randomly selected citizens and specifically identified neighborhood contacts. For this effort, we defined significant differences as responses that are at least 10 percentage points apart, after accounting for the error ranges of each set of responses.

For example, citizens and neighborhood contacts were asked about their overall satisfaction with services provided by the city. For citizens, 32.9 percent responded “neutral” compared to 43.1 percent of neighborhood contacts. While the percentage difference in “neutral” responses is more than 10 percent, accounting for the error ranges of the two responses results in a difference of less than three percent. Therefore the differences in the two responses are not considered significant.

The citizen survey questions covered six specific areas:

- Streets
- Public Safety
- Parks and Recreation
- Water and Sewer Services
- Neighborhood Livability
- Overall Quality of Life

Using the above criteria, we did not identify any significant differences in resident and neighborhood contact responses for questions involving water and sewer services or overall quality of life.

We conducted this audit in accordance with generally accepted government auditing standards. No information was omitted from this report because it was deemed privileged or confidential.

Background

Demographic Differences

We identified some significant differences between residents and neighborhood contacts when comparing their responses to the demographic questions in our survey.

Almost all neighborhood contacts own their own home while only 62 percent of residents own theirs. (See Exhibit 3.)

Exhibit 3. Comparison of Survey Respondent Demographics Regarding Home Ownership

	Residents	Neighborhood Contacts
Own	62.5%	97.5%
Rent	37.4%	1.3%
Refused	0.1%	1.3%

More neighborhood contacts than residents were white, fewer were black, and none identified themselves as Asian/Pacific Islanders. (See Exhibit 4.)

Exhibit 4. Comparison of Survey Respondent Demographics Regarding Race/Ethnicity

	Residents	Neighborhood Contacts
American Indian/Eskimo	1.3%	1.9%
Asian/Pacific Islander	1.0%	0.0%
Black/African American	35.0%	18.1%
Other	0.5%	0.6%
Refused	0.3%	3.8%
White	61.8%	75.6%

Few neighborhood contacts were under 35. More than a quarter were age 65 or older. (See Exhibit 5.)

Exhibit 5. Comparison of Survey Respondent Demographics Regarding Years of Age

	Residents	Neighborhood Contacts
Under 25	9.6%	0.6%
25 to 34	19.7%	1.9%
35 to 44	19.6%	15.6%
45 to 54	20.2%	34.4%
55 to 64	13.4%	18.1%
65 or older	17.4%	26.9%
Refused	0.2%	2.5%

About one-third of residents report household incomes of less than \$30,000. In general, neighborhood contacts report higher incomes although more than a quarter of them refused to answer the question. (See Exhibit 6.)

Exhibit 6. Comparison of Survey Respondent Demographics Regarding Household Income

	Residents	Neighborhood Contacts
Under \$30,000	32.4%	10.0%
\$30,000 to \$59,999	32.6%	27.5%
\$60,000 to \$99,999	14.9%	20.0%
\$100,000 or more	4.5%	14.4%
Refused	15.6%	28.1%

Neighborhood contacts were more likely to access the internet from home. (See Exhibit 7.)

Exhibit 7. Comparison of Survey Respondent Demographics Regarding Internet Usage from Home

	Residents	Neighborhood Contacts
Yes	46.8%	71.9%
No	52.7%	27.5%
No Response	0.5%	0.6%

Less than a fourth of residents would be willing to attend a public meeting to discuss stormwater issues while more than 63 percent of neighborhood contacts would do so. (See Exhibit 8.)

Exhibit 8. Comparison of Survey Respondent Demographics Regarding Interest in Meeting to Discuss Stormwater Issues

	Residents	Neighborhood Contacts
Yes	23.3%	63.1%
No	76.7%	36.9%

Results

Summary of Resident and Neighborhood Contact Opinions

This report identifies differences in the level of satisfaction with city services provided by a random sample of city residents and identified neighborhood contacts. The City Manager requested surveying neighborhood contacts for their opinions of city services.

Most neighborhood contact responses mirrored those received from our randomly selected residents, however, there were instances when the survey responses were significantly different. While more than half of residents were satisfied with the overall services provided by the city, only about a third of neighborhood contacts felt the same. For specific services such as code enforcement and storm runoff efforts, twice as many residents were satisfied as the neighborhood contacts.

Neighborhood contacts were less satisfied than residents with the condition of sidewalks, street cleanliness, and mowing and trimming along city streets. In the public safety area, more residents than neighborhood contacts were satisfied with animal control services.

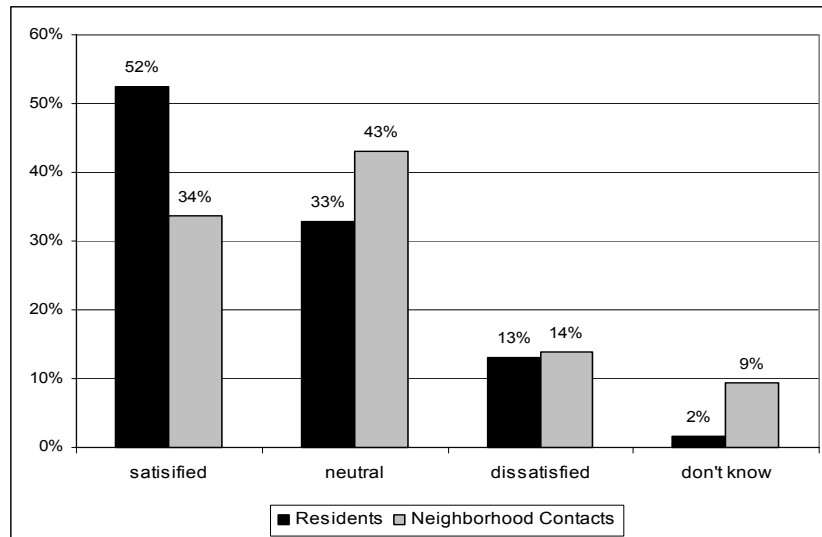
No significant differences were found in satisfaction with Parks and Recreation services, except more residents were satisfied with adult athletic programs than neighborhood contacts. Neighborhood contacts also appear to visit the city's parks more frequently. Still, for many parks and recreation activities, large portions from both groups responded "don't know" when asked about individual parks and recreation activities.

For codes enforcement efforts, no more than 20 percent of neighborhood contacts were satisfied with sign regulations, weed cutting, requirements to clean up private property and enforcement of illegal dumping prohibitions. In all cases, resident satisfaction was much higher.

Overall Satisfaction with City Services

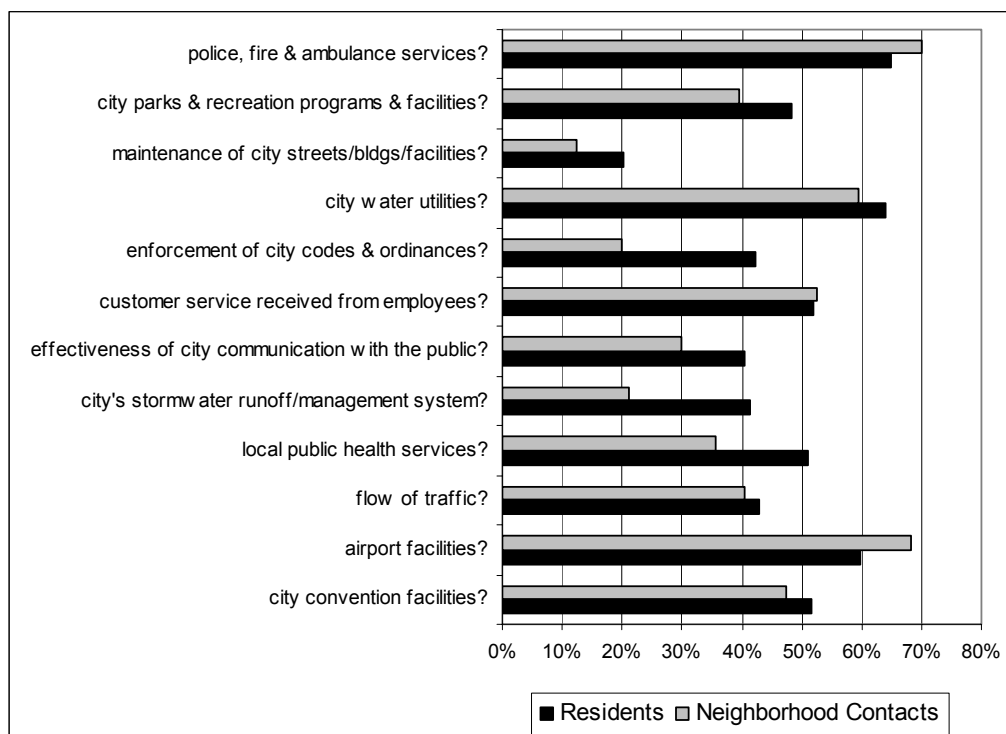
More than half of residents were either satisfied or very satisfied with the services provided by the city. Only a third of neighborhood contacts felt the same. (See Exhibit 9.)

Exhibit 9. How do you feel about city provided services?



Neighborhood contacts are also generally less satisfied with individual city services. Residents were generally more satisfied with individual city services than neighborhood contacts. More residents than neighborhood contacts were satisfied with parks and recreation programs and facilities; maintenance of streets, buildings, and facilities; water services; city communications, local public health services, traffic flow, and city convention facilities. More neighborhood contacts than residents were satisfied with police, fire, and ambulance services; airport facilities; and customer service. (See Exhibit 10.) However, none of these identified differences are significant, according to our criteria.

Exhibit 10. Percent satisfied with individual city services



Significant differences in satisfaction were found with codes enforcement and stormwater runoff.

Twice as many residents as neighborhood contacts were satisfied with the city's codes enforcement efforts (includes enforcing the clean up of litter and debris on private property, mowing and weed cutting on private property, exterior maintenance on business and residential property, and illegal dumping prohibitions). Twice as many residents as neighborhood contacts were satisfied with the city's stormwater runoff/management system (the city's efforts to control the volume/quantity of storm water generated by area rainfall) then neighborhood contacts. (See Exhibits 11 and 12.)

Exhibit 11. How do you feel about code enforcement efforts?

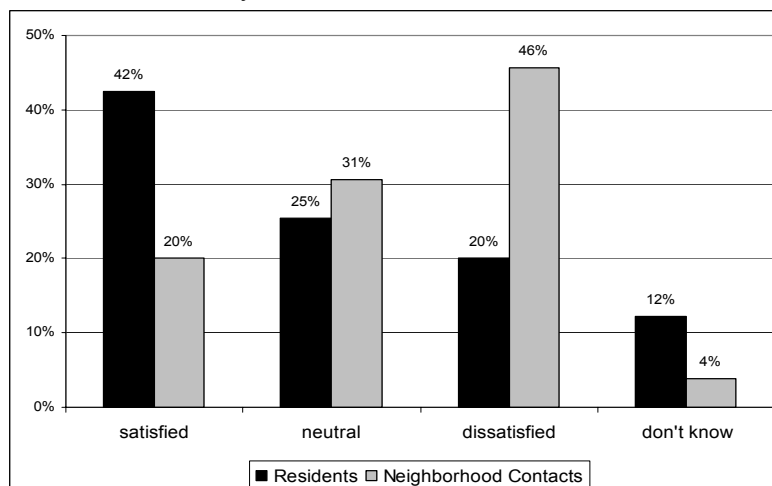
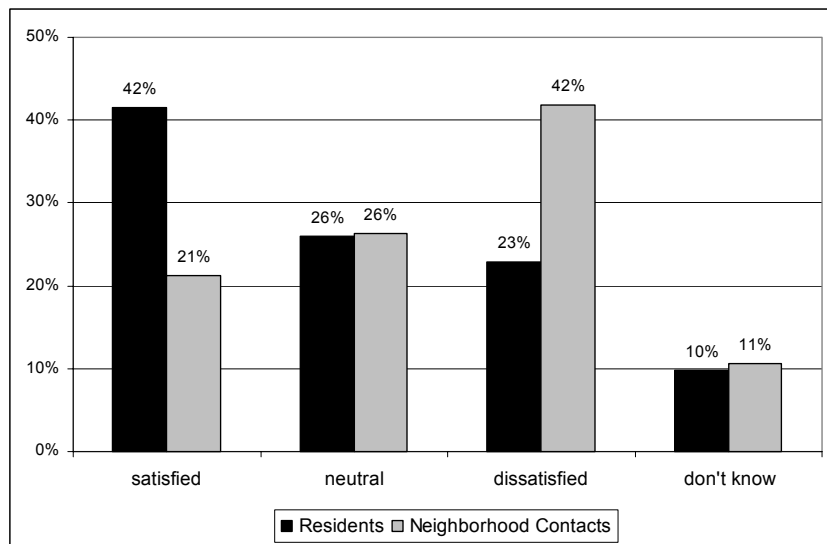


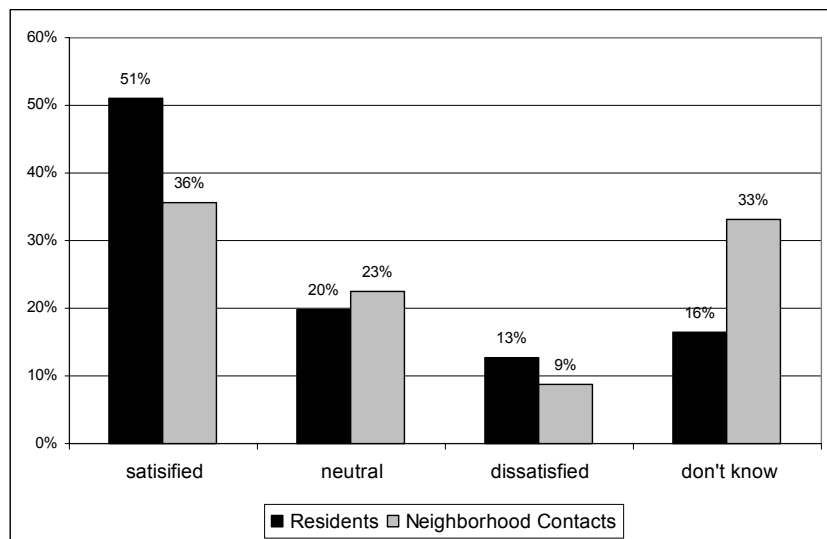
Exhibit 12. How do you feel about stormwater runoff/management efforts?



More neighborhood contacts unable to evaluate local health services.

When asked how satisfied they were with local health services, a third of neighborhood contacts responded “don’t know,” while about 16 percent of residents gave the same response. (See Exhibit 13.)

Exhibit 13. How do you feel about local public health services?



Differences in service priorities were also found. When asked which city services should receive the most emphasis from city leaders over the next two years, both groups agreed the maintenance of city streets, buildings, and facilities as their top choice, although half of the neighborhood contacts selected this activity, compared to over 70 percent of residents. For residents, the second choice was flow of traffic, while for neighborhood contacts, that selection ranked seventh. The second

highest priority of the neighborhood contacts was the enforcement of city codes and ordinances. (See Exhibit 14.)

Exhibit 14. City Services That Should Be Emphasized Over the Next Two Years

Residents	Percent	Neighborhood Contacts	Percent
Maintenance of Streets/Buildings/Facilities	72.4%	Maintenance of Streets/Buildings/Facilities	50.0%
Flow of Traffic	27.9%	Codes Enforcement	33.1%
Stormwater Runoff/Management	24.3%	Stormwater Runoff/Management	28.1%
Codes Enforcement	23.8%	Parks and Recreation	19.4%
Effectiveness of City Communications	22.2%	Police, Fire and Ambulance Services	18.1%
Police, Fire and Ambulance Services	22.1%	Effectiveness of City Communications	13.8%
Parks and Recreation	19.0%	Flow of Traffic	13.1%
Water Utilities	15.0%	Convention Facilities	12.5%
Quality of Customer Service	13.3%	Quality of Customer Service	8.1%
Public Health Services	12.6%	Water Utilities	7.5%
Convention Facilities	6.5%	Public Health Services	4.4%
Airport Facilities	4.8%	Airport Facilities	4.4%

Street Maintenance and Related Activities

Survey questions regarding satisfaction with streets included satisfaction with street maintenance, cleanliness, sidewalks, street signs, traffic signals, mowing and tree trimming along streets and public areas, adequacy of street lighting, and snow removal efforts. Resident satisfaction with these services was about equal with satisfaction reported by neighborhood contacts for all but three activities – sidewalks, street cleanliness, and mowing and trimming activities. In all three instances, more residents were satisfied than neighborhood contacts. (See Exhibits 15, 16, and 17.)

Exhibit 15. How do you feel about sidewalk conditions?

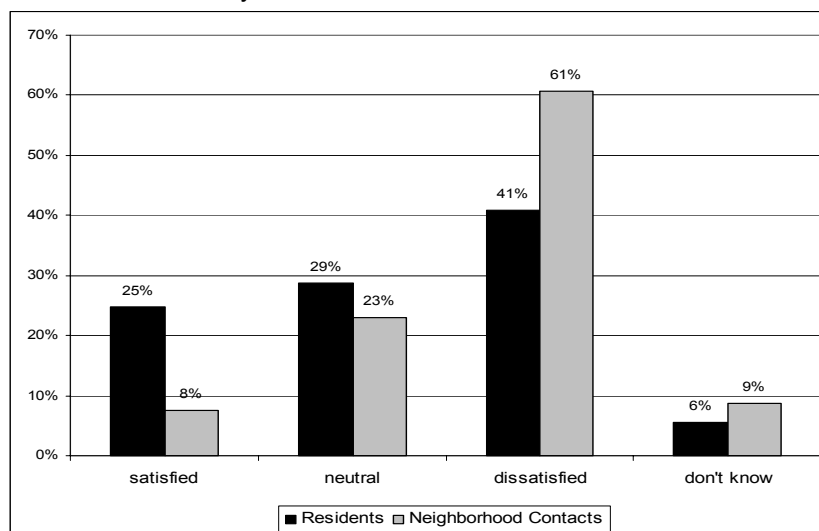


Exhibit 16. How do you feel about mowing/trimming along city streets?

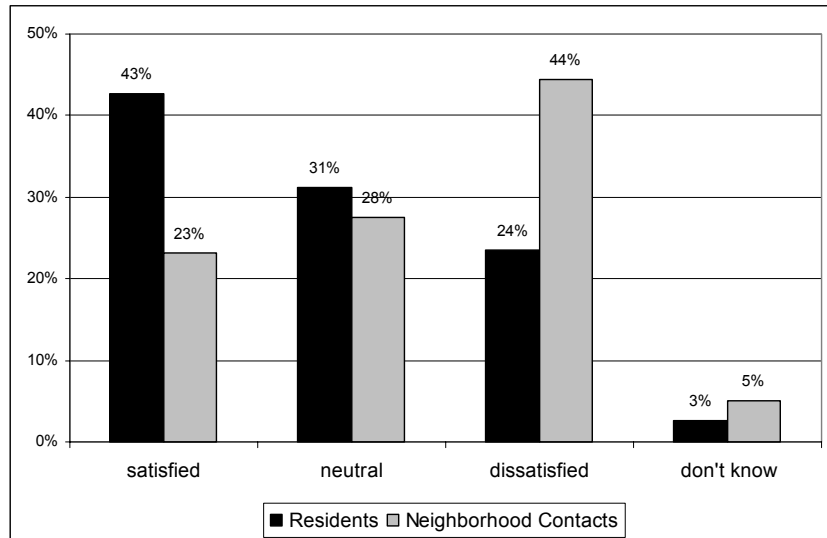
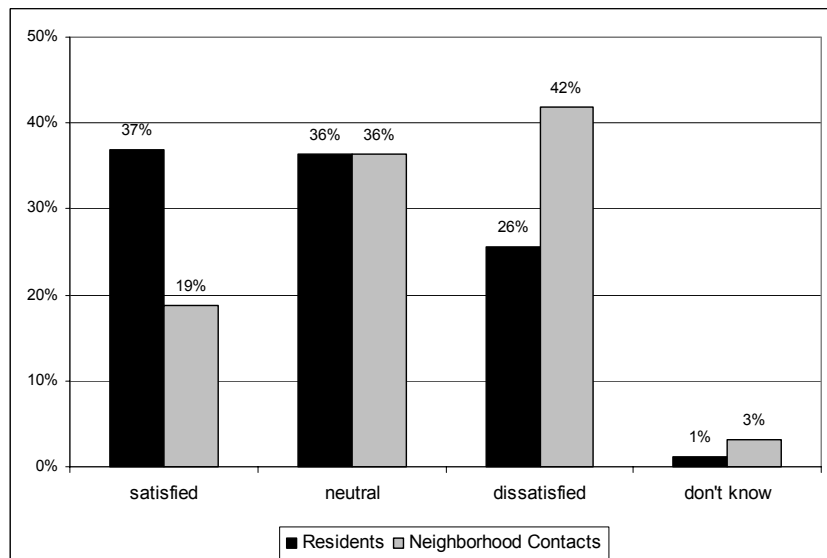


Exhibit 17. How do you feel about street cleanliness?



When asked which two street-related maintenance activities should be emphasized over the next two years, there were some differences in responses between residents and neighborhood contacts. While both groups ranked maintenance of city streets as the most important activity, smoothness of streets ranks second in importance among residents with 29 percent identifying it as their first or second choice. Only about 12 percent of neighborhood contacts voted similarly, ranking smoothness of streets fifth in importance. Residents also ranked maintenance of streets in your neighborhood as fourth in importance, while neighborhood contacts ranked it seventh. (See Exhibit 18.)

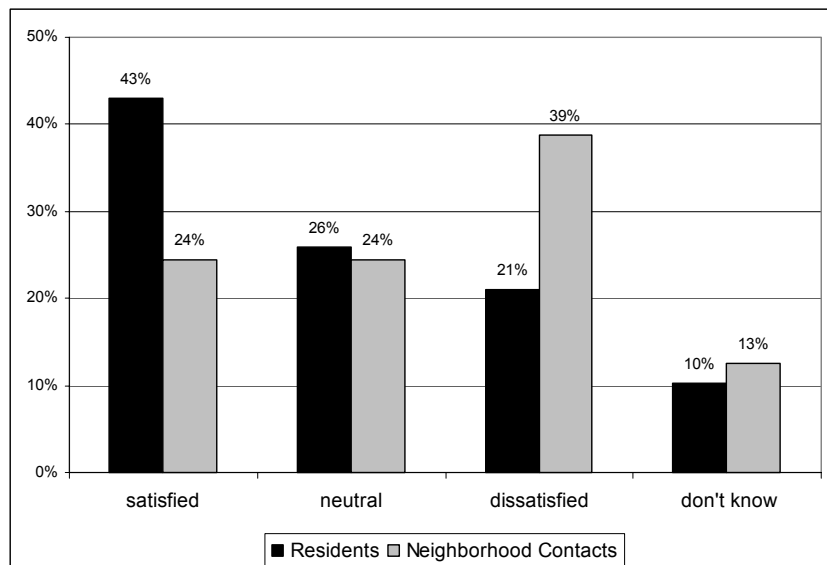
Exhibit 18. Street Maintenance and Related Activities That Should Be Emphasized Over the Next Two Years

Residents	Percent	Neighborhood Contacts	Percent
Maintenance of city streets	41.9%	Maintenance of city streets	35.0%
Smoothness of streets	29.0%	Condition of sidewalks in city	19.4%
Snow removal in residential areas	22.7%	Timeliness of the removal of abandoned cars	18.8%
Maintenance of streets in your neighborhood	20.9%	Snow removal in residential areas	15.6%
Condition of sidewalks in city	13.1%	Smoothness of city streets	12.5%
Maintenance/preservation of downtown KCMO	11.1%	Cleanliness of streets & public areas	11.3%
Timeliness of the removal of abandoned cars	9.8%	Mowing/trimming along city streets	11.3%
Cleanliness of city streets & public areas	8.6%	Maintenance of streets in your neighborhood	6.9%
Mowing/trimming along city streets	6.2%	Quality of trash collection services	6.9%
Snow removal on major city streets	5.0%	Adequacy of city street lighting	6.9%
Quality of trash collection services	4.7%	Maintenance of street signs	6.3%
Adequacy of city street lighting	4.1%	Maintenance/preservation of downtown KCMO	5.0%
Maintenance of traffic signals	3.4%	Snow removal on major city streets	4.4%
Maintenance of street signs	2.6%	Maintenance of traffic signals	1.3%
Maintenance of city buildings	1.9%	Maintenance of city buildings	0.0%

Public Safety

Questions regarding satisfaction with public safety included police activities, fire and ambulance efforts, municipal court, and animal control. There were no significant differences in satisfaction with police, fire, ambulance, and municipal court activities. For animal control, more residents reported satisfaction with animal control activities than neighborhood contacts. (See Exhibit 19.)

Exhibit 19. How do you feel about animal control activities?



Survey Results for Citizens and Neighborhood Contacts

When asked which public safety activities (including police activities, fire, ambulance, municipal court, and animal control efforts) should be emphasized over the next two years, there were some differences in priorities between residents and neighborhood organization contacts. About a third of residents thought local police protection was most important, while a fourth of neighborhood contacts reported that either a police presence in neighborhoods or animal control efforts should be emphasized. (See Exhibit 20.)

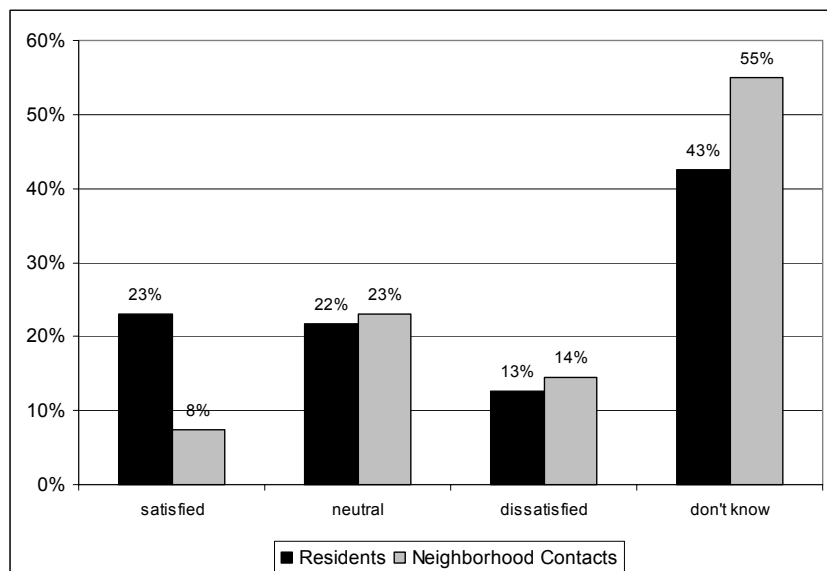
Exhibit 20. Public Safety Activities That Should Be Emphasized Over the Next Two Years

Residents	Percent	Neighborhood Contacts	Percent
Local police protection	30.2%	Visibility of police in neighborhoods	23.8%
Efforts to prevent crime	29.3%	Animal Control	23.8%
Visibility of police in neighborhoods	29.2%	Enforcement of local traffic laws	22.5%
Animal Control	19.4%	Local police protection	18.8%
Visibility of police in retail areas	17.4%	Municipal Court	13.1%
Enforcement of local traffic laws	15.5%	Visibility of police in retail areas	10.6%
Municipal Court	10.4%	Quick response to emergencies	10.6%
Quick response to emergencies	8.8%	Fire protection & rescue services	9.4%
Local ambulance service	6.8%	Efforts to prevent crime	8.8%
Fire protection & rescue services	5.1%	Local ambulance service	8.1%
Efforts to enhance fire protection	3.7%	Efforts to enhance fire protection	1.3%

Parks and Recreation

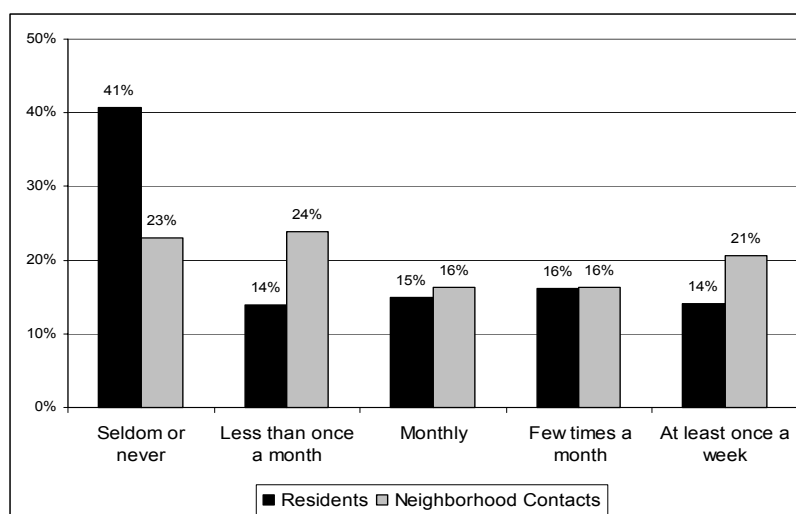
Survey questions regarding parks and recreation efforts asked opinions about park and community center maintenance, the location of parks, and satisfaction with swimming pools, golf courses, walking/hiking trails, athletic fields, and recreation programs. There were no significant differences in satisfaction between residents and neighborhood contacts, except when asked about adult athletic programs. In that case, while almost a quarter of residents reported satisfaction, the percentage was less than eight percent for neighborhood contacts. (See Exhibit 21.)

Exhibit 21. How do you feel about adult recreation programs?



However, we also asked residents and neighborhood contacts how often they or members of their household visit the city's parks. Less than a quarter of neighborhood contacts reported they seldom or never visited any Kansas City, Missouri, park in the past 12 months. In contrast, about 41 percent of residents gave the same response. (See Exhibit 22.)

Exhibit 22. How many times have you visited a KCMO park in the past 12 months?



When asked which two parks and recreation activities should be emphasized over the next two years, there were minimal differences in responses between residents and neighborhood contacts. Over 40 percent of neighborhood contacts did not identify any parks and recreation programs that should be emphasized over the next two years. About a fourth of residents did the same. Both groups identified maintenance of city parks as their highest priority. (See Exhibit 23.)

Exhibit 23. Parks and Recreation Activities That Should Be Emphasized Over the Next Two Years

Residents	Percent	Neighborhood Contacts	Percent
Maintenance of city parks	27.4%	None chosen	43.1%
None chosen	23.1%	Maintenance of city parks	20.0%
Walking and biking trails	22.6%	Walking and biking trails	16.3%
Maintenance of boulevards and parkways	18.9%	Maintenance of community centers	14.4%
Swimming pools and programs	17.3%	Maintenance of boulevards and parkways	11.3%
Youth athletic programs	12.6%	Youth athletic programs	10.6%
Location of city parks	10.5%	Swimming pools and programs	7.5%
Maintenance of community centers	9.3%	Reasonableness of fees	5.0%
Reasonableness of fees	7.3%	Outdoor athletic fields	5.0%
Outdoor athletic fields	6.5%	Location of city parks	4.4%
Ease of registering	4.5%	Adult athletic programs	4.4%
Other recreation programs	3.9%	Other recreation programs	1.9%
Adult athletic programs	3.7%	Ease of registering	1.3%
Golf courses	3.6%	Golf courses	1.3%

Knowledge of parks and recreation services is limited. When asked for their opinions of parks and recreation activities, many residents and neighborhood contacts responded “don’t know.” Just under half of residents responded “don’t know” when asked to rate their satisfaction with city golf courses. More than half of the neighborhood contacts responded “don’t know” when asked about city golf courses and aspects of the department’s recreation programs. (See Exhibit 24.)

Exhibit 24. Percent of “Don’t Know” Responses When Asked to Assess Individual Parks and Recreation Services

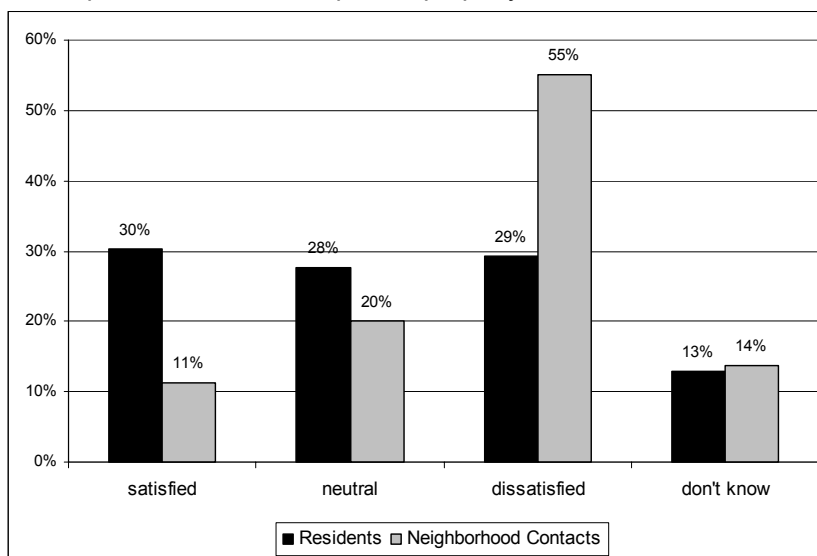
Question – How satisfied are you with. . . .	Residents	Neighborhood Contacts
City golf courses?	47.4%	51.9%
Ease of registering for programs?	43.2%	55.6%
Reasonableness of fees charged for programs?	43.2%	53.1%
City adult athletic programs?	42.6%	55.0%
Other city recreation programs?	40.7%	56.3%
City youth athletic programs?	37.9%	50.0%
City swimming pools and programs?	33.2%	45.0%
Maintenance of city community centers?	29.6%	29.4%
Outdoor athletic fields?	28.8%	35.0%
Walking and biking trails in the city parks?	19.3%	9.4%
Maintenance of city parks?	13.5%	10.0%
Location of city parks?	11.8%	6.9%
Maintenance of boulevards and parkways?	9.9%	3.1%

Neighborhood Livability

Questions regarding neighborhood livability focused on code enforcement activities. With the exception of efforts to ensure equal protection among all citizens, neighborhood contacts were significantly less satisfied with codes enforcement services provided by the city than residents. Twenty percent or fewer neighborhood contacts were either satisfied or very satisfied with the clean up of litter and debris on private property, mowing and cutting of weeds on private property, enforcement of residential property maintenance requirements, sign regulations, exterior maintenance requirements for business property, and enforcement of illegal dumping prohibitions.

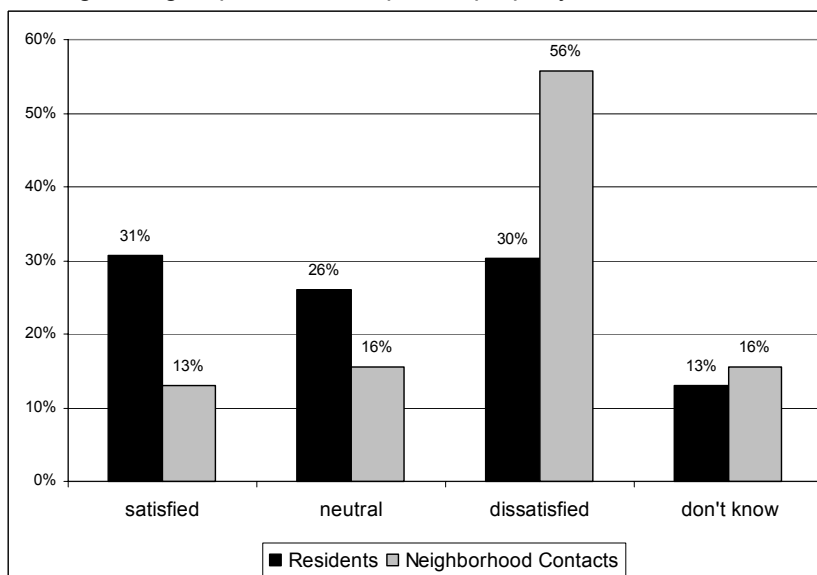
Thirty percent of residents were either satisfied or very satisfied with the clean up of litter and debris on private property. For neighborhood contacts, the percent was only 11 percent. Just under 30 percent of residents were either dissatisfied or very dissatisfied with the city’s efforts. For neighborhood contacts, more than half were dissatisfied. (See Exhibit 25.)

Exhibit 25. How do you feel about the enforcement of requirements to clean up litter and debris on private property?



Similar satisfaction levels were found when asked about the enforcement of weed mowing and cutting on private property. Once again, about a third of residents were either satisfied or very satisfied, compared to about 13 percent of neighborhood contacts. Thirty percent of residents were dissatisfied or very dissatisfied, compared to over 55 percent of neighborhood contacts. (See Exhibit 26.)

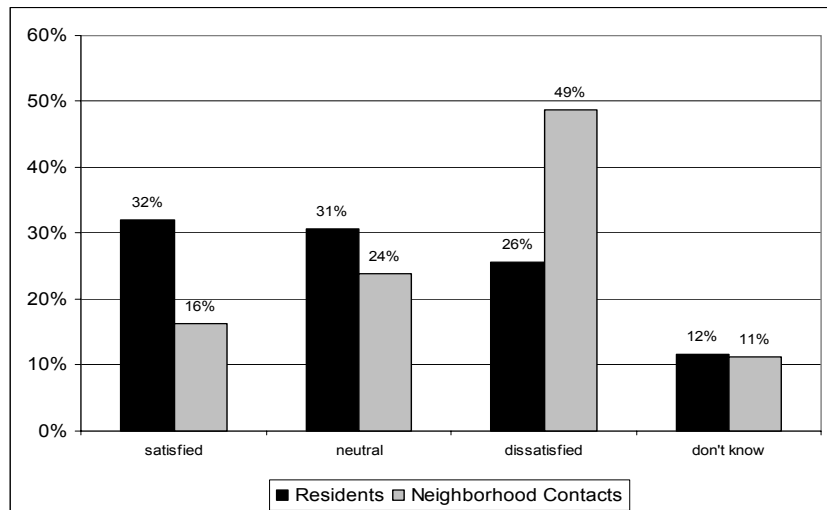
Exhibit 26. How do you feel about the enforcement of weed mowing/cutting requirements on private property?



Almost half of neighborhood contacts were either dissatisfied or very dissatisfied with the enforcement of maintenance requirements for

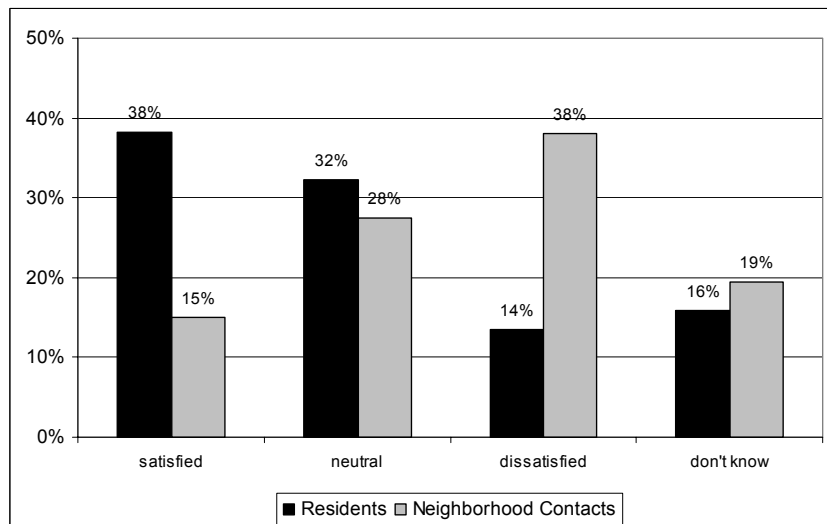
residential property. For residents, just over a quarter reported dissatisfaction with this activity. (See Exhibit 27.)

Exhibit 27. How do you feel about the enforcement of residential property maintenance requirements?



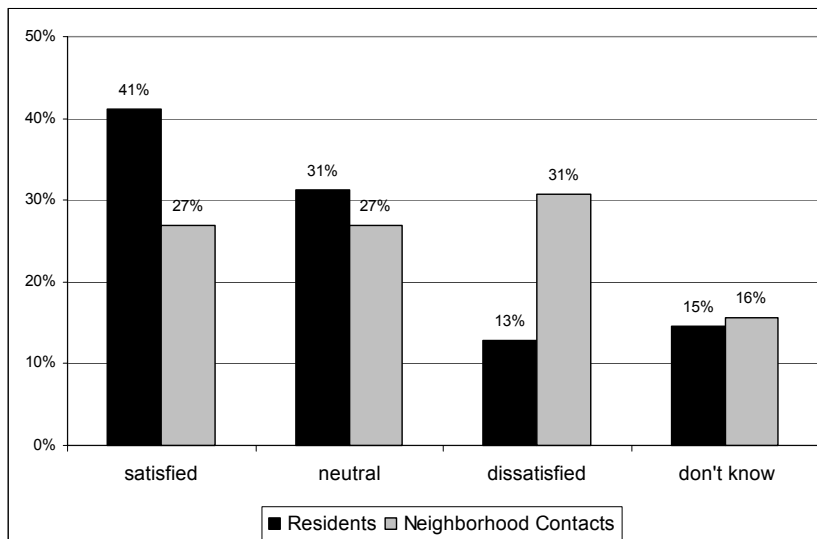
Neighborhood contacts were similarly more dissatisfied with efforts to enforce exterior maintenance requirements for business property. Thirty-eight percent of neighborhood contacts were either dissatisfied or very dissatisfied with enforcement of business property maintenance regulations compared to less than 14 percent of residents. In contrast, 38 percent of residents were either satisfied or very satisfied, compared to only 15 percent of neighborhood contacts. (See Exhibit 28.)

Exhibit 28. How do you feel about the enforcement of exterior business property maintenance requirements?



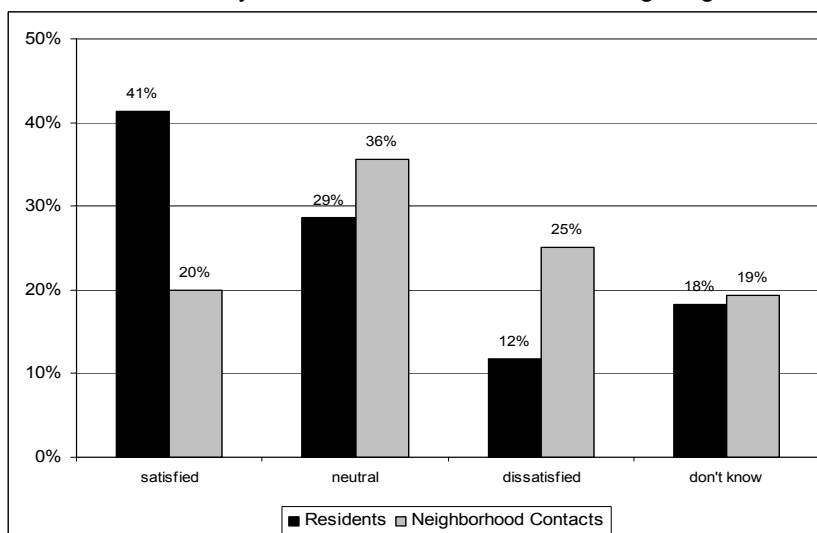
Almost a third of neighborhood contacts were dissatisfied with the city's efforts to enforce codes designed to protect public health and safety. Less than 13 percent of residents felt the same. (See Exhibit 29.)

Exhibit 29. How do you feel about efforts to enforce codes designed to protect public health and safety?



Neighborhood contacts were also less satisfied with efforts to enforce sign regulations. Only 20 percent of contacts were either satisfied or very satisfied with these efforts while over 41 percent of residents gave the same response. (See Exhibit 30.)

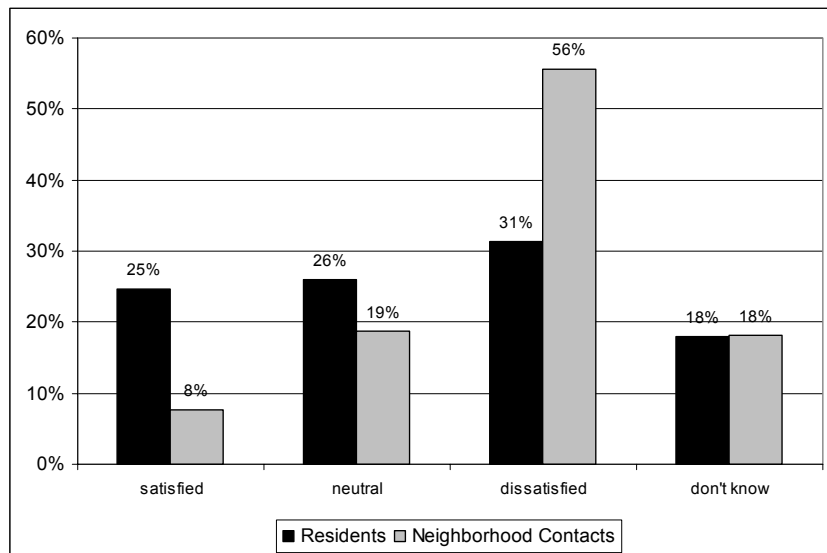
Exhibit 30. How do you feel about efforts to enforce sign regulations?



Finally, neighborhood contacts were less satisfied with efforts to enforce prohibitions against illegal dumping. One fourth of residents were either satisfied or very satisfied with the city's efforts, while less than ten percent of neighborhood contacts gave the same response. About a third

of residents were either dissatisfied or very dissatisfied, compared to more than half of the neighborhood contacts. (See Exhibit 31.)

Exhibit 31. How do you feel about efforts to prevent illegal dumping?



When asked to prioritize code enforcement activities, both groups identified the first priority to be enforcement of illegal dumping prohibitions. Both groups identified efforts to enforce the clean up of litter on private property as the second priority. After that, residents were concerned about efforts to provide equal opportunity to all citizens while neighborhood contacts favored enforcement of maintenance requirements on residential property. (See Exhibit 32.)

Exhibit 32. Code Enforcement Activities That Should Be Emphasized Over the Next Two Years

Residents	Percent	Neighborhood Contacts	Percent
Illegal dumping activities	32.9%	Illegal dumping activities	36.3%
Clean up litter on private property	31.3%	Clean up litter on private property	31.9%
Equal opportunity among all citizens	22.7%	Maintenance of residential property	23.8%
Mow and cut weeds on private property	19.8%	Mow and cut weeds on private property	16.9%
Maintenance of residential property	19.7%	Equal opportunity among all citizens	9.4%
Protect public safety and health	12.0%	Exterior maintenance of business property	8.8%
Exterior maintenance of business property	8.5%	Protect public safety and health	7.5%
Sign regulation	7.0%	Sign regulation	5.6%

Appendix A

Survey Results

Question 1 – Overall satisfaction with city services**How satisfied are you with. . . .****1a. police, fire & ambulance services?**

	Residents		Neighborhood Contacts	
	Number	Percent	Number	Percent
5 Very satisfied	391	32.3%	43	26.9%
4 Satisfied	396	32.7%	69	43.1%
3 Neutral	250	20.7%	31	19.4%
2 Dissatisfied	63	5.2%	5	3.1%
1 Very dissatisfied	37	3.1%	6	3.8%
Don't know	73	6.0%	6	3.8%

1b. city parks & recreation programs & facilities?

	Residents		Neighborhood Contacts	
	Number	Percent	Number	Percent
5 Very satisfied	212	17.5%	11	6.9%
4	374	30.9%	52	32.5%
3	315	26.0%	44	27.5%
2	105	8.7%	31	19.4%
1 Very dissatisfied	63	5.2%	9	5.6%
Don't know	141	11.7%	13	8.1%

1c. maintenance of city streets/buildings/facilities?

	Residents		Neighborhood Contacts	
	Number	Percent	Number	Percent
5 Very satisfied	66	5.5%	4	2.5%
4	179	14.8%	16	10.0%
3	338	27.9%	47	29.4%
2	344	28.4%	58	36.3%
1 Very dissatisfied	274	22.6%	35	21.9%
Don't know	9	0.7%	0	0.0%

1d. city water utilities?

	Residents		Neighborhood Contacts	
	Number	Percent	Number	Percent
5 Very satisfied	302	25.0%	28	17.5%
4	473	39.1%	67	41.9%
3	256	21.2%	34	21.3%
2	88	7.3%	16	10.0%
1 Very dissatisfied	70	5.8%	12	7.5%
Don't know	21	1.7%	3	1.9%

How satisfied are you with. . .

1e. enforcement of city codes & ordinances?

	Residents		Neighborhood Contacts	
	Number	Percent	Number	Percent
5 Very satisfied	182	15.0%	9	5.6%
4 Satisfied	331	27.4%	23	14.4%
3 Neutral	307	25.4%	49	30.6%
2 Dissatisfied	138	11.4%	42	26.3%
1 Very dissatisfied	104	8.6%	31	19.4%
Don't know	148	12.2%	6	3.8%

1f. customer service received from employees?

	Residents		Neighborhood Contacts	
	Number	Percent	Number	Percent
5 Very satisfied	244	20.2%	27	16.9%
4	382	31.6%	57	35.6%
3	288	23.8%	37	23.1%
2	120	9.9%	24	15.0%
1 Very dissatisfied	87	7.2%	10	6.3%
Don't know	89	7.4%	5	3.1%

1g. effectiveness of city communication with the public?

	Residents		Neighborhood Contacts	
	Number	Percent	Number	Percent
5 Very satisfied	150	12.4%	13	8.1%
4	341	28.2%	35	21.9%
3	395	32.6%	57	35.6%
2	159	13.1%	39	24.4%
1 Very dissatisfied	104	8.6%	14	8.8%
Don't know	61	5.0%	2	1.3%

1h. city's stormwater runoff/management system?

	Residents		Neighborhood Contacts	
	Number	Percent	Number	Percent
5 Very satisfied	167	13.8%	9	5.6%
4	335	27.7%	25	15.6%
3	314	26.0%	42	26.3%
2	151	12.5%	34	21.3%
1 Very dissatisfied	125	10.3%	33	20.6%
Don't know	118	9.8%	17	10.6%

How satisfied are you with. . . .**1i. local public health services?**

	Residents		Neighborhood Contacts	
	Number	Percent	Number	Percent
5 Very satisfied	232	19.2%	16	10.0%
4 Satisfied	386	31.9%	41	25.6%
3 Neutral	240	19.8%	36	22.5%
2 Dissatisfied	91	7.5%	10	6.3%
1 Very dissatisfied	63	5.2%	4	2.5%
Don't know	198	16.4%	53	33.1%

1j. flow of traffic?

	Residents		Neighborhood Contacts	
	Number	Percent	Number	Percent
5 Very satisfied	126	10.4%	13	8.1%
4	394	32.6%	52	32.5%
3	376	31.1%	56	35.0%
2	176	14.5%	27	16.9%
1 Very dissatisfied	114	9.4%	11	6.9%
Don't know	24	2.0%	1	0.6%

1k. airport facilities?

	Residents		Neighborhood Contacts	
	Number	Percent	Number	Percent
5 Very satisfied	294	24.3%	38	23.8%
4	429	35.5%	71	44.4%
3	211	17.4%	26	16.3%
2	48	4.0%	12	7.5%
1 Very dissatisfied	26	2.1%	3	1.9%
Don't know	202	16.7%	10	6.3%

1l. city convention facilities?

	Residents		Neighborhood Contacts	
	Number	Percent	Number	Percent
5 Very satisfied	248	20.5%	15	9.4%
4	378	31.2%	61	38.1%
3	255	21.1%	37	23.1%
2	57	4.7%	17	10.6%
1 Very dissatisfied	26	2.1%	6	3.8%
Don't know	246	20.3%	24	15.0%

Question 2 – Which three of these items do you think should receive the most emphasis from city leaders over the next two years?

	1 st Choice		2 nd Choice		3 rd Choice		Sum of all Choices	
	Res.	N. C.	Res.	N. C.	Res.	N. C.	Res.	N. C.
Maintenance of city streets/bldgs./facilities	47.6%	33.1%	17.9%	10.0%	6.9%	6.9%	72.4%	50.0%
Flow of traffic	6.0%	5.0%	10.7%	6.3%	11.2%	1.9%	27.9%	13.1%
Stormwater runoff/management	4.7%	11.9%	9.3%	10.0%	10.3%	6.3%	24.3%	28.1%
Enforcement of city codes/ordinances	5.2%	12.5%	10.2%	15.0%	8.3%	5.6%	23.8%	33.1%
Effectiveness of city communication	3.2%	5.6%	7.3%	5.0%	11.7%	3.1%	22.2%	13.8%
Police, fire and ambulance services	10.2%	8.8%	6.6%	5.6%	5.3%	3.8%	22.1%	18.1%
City parks and rec. programs	6.0%	4.4%	6.7%	8.8%	6.3%	6.3%	19.0%	19.4%
City water utilities	4.7%	2.5%	6.8%	5.0%	3.6%	0.0%	15.0%	7.5%
Quality of customer service	2.8%	1.9%	5.8%	1.9%	4.7%	4.4%	13.3%	8.1%
Local public health services	2.4%	1.3%	3.7%	1.3%	6.4%	1.9%	12.6%	4.4%
City convention facilities	1.0%	5.6%	1.9%	3.1%	3.6%	3.8%	6.5%	12.5%
None chosen	5.0%	6.9%	11.8%	25.6%	19.3%	55.0%	5.0%	6.9%
Airport facilities	1.2%	0.6%	1.3%	2.5%	2.2%	1.3%	4.8%	4.4%

Question 3 – General satisfaction with city activities

How satisfied are you with. . . .

3a. services provided by the city?

	Residents		Neighborhood Contacts	
	Number	Percent	Number	Percent
5 Very satisfied	164	13.6%	5	3.1%
4 Satisfied	470	38.8%	49	30.6%
3 Neutral	398	32.9%	69	43.1%
2 Dissatisfied	117	9.7%	14	8.8%
1 Very dissatisfied	41	3.4%	8	5.0%
Don't know	20	1.7%	15	9.4%

How satisfied are you with. . . .**3b. value received for city tax dollars?**

	Residents		Neighborhood Contacts	
	Number	Percent	Number	Percent
5 Very satisfied	99	8.2%	3	1.9%
4 Satisfied	324	26.8%	31	19.4%
3 Neutral	396	32.7%	69	43.1%
2 Dissatisfied	199	16.4%	33	20.6%
1 Very dissatisfied	141	11.7%	22	13.8%
Don't know	51	4.2%	2	1.3%

3c. overall image of the city?

	Residents		Neighborhood Contacts	
	Number	Percent	Number	Percent
5 Very satisfied	179	14.8%	12	7.5%
4	456	37.7%	53	33.1%
3	331	27.4%	61	38.1%
2	160	13.2%	22	13.8%
1 Very dissatisfied	70	5.8%	8	5.0%
Don't know	14	1.2%	4	2.5%

3d. how well the city is planning for growth?

	Residents		Neighborhood Contacts	
	Number	Percent	Number	Percent
5 Very satisfied	130	10.7%	10	6.3%
4	312	25.8%	34	21.3%
3	341	28.2%	46	28.8%
2	215	17.8%	29	18.1%
1 Very dissatisfied	101	8.3%	27	16.9%
Don't know	111	9.2%	14	8.8%

3e. overall quality of life in the city?

	Residents		Neighborhood Contacts	
	Number	Percent	Number	Percent
5 Very satisfied	188	15.5%	22	13.8%
4	507	41.9%	68	42.5%
3	347	28.7%	53	33.1%
2	106	8.8%	9	5.6%
1 Very dissatisfied	41	3.4%	4	2.5%
Don't know	21	1.7%	4	2.5%

How satisfied are you with. . . .

3f. overall feeling of safety in the city?

	Residents		Neighborhood Contacts	
	Number	Percent	Number	Percent
5 Very satisfied	125	10.3%	9	5.6%
4 Satisfied	403	33.3%	59	36.9%
3 Neutral	389	32.1%	60	37.5%
2 Dissatisfied	196	16.2%	20	12.5%
1 Very dissatisfied	91	7.5%	12	7.5%
Don't know	6	0.5%	0	0.0%

Question 4 – Satisfaction with public safety

How satisfied are you with. . . .

4a. quality of local police protection?

	Residents		Neighborhood Contacts	
	Number	Percent	Number	Percent
5 Very satisfied	211	17.4%	31	19.4%
4	457	37.8%	66	41.3%
3	295	24.4%	43	26.9%
2	146	12.1%	12	7.5%
1 Very dissatisfied	77	6.4%	7	4.4%
Don't know	24	2.0%	1	0.6%

4b. visibility of police in neighborhoods?

	Residents		Neighborhood Contacts	
	Number	Percent	Number	Percent
5 Very satisfied	199	16.4%	16	10.0%
4	415	34.3%	49	30.6%
3	321	26.5%	50	31.3%
2	165	13.6%	27	16.9%
1 Very dissatisfied	100	8.3%	18	11.3%
Don't know	10	0.8%	0	0.0%

4c. visibility of police in retail areas?

	Residents		Neighborhood Contacts	
	Number	Percent	Number	Percent
5 Very satisfied	165	13.6%	15	9.4%
4	404	33.4%	40	25.0%
3	349	28.8%	47	29.4%
2	180	14.9%	29	18.1%
1 Very dissatisfied	53	4.4%	11	6.9%
Don't know	59	4.9%	18	11.3%

How satisfied are you with. . . .**4d. city's overall efforts to prevent crime?**

	Residents		Neighborhood Contacts	
	Number	Percent	Number	Percent
5 Very satisfied	164	13.6%	18	11.3%
4 Satisfied	397	32.8%	52	32.5%
3 Neutral	364	30.1%	53	33.1%
2 Dissatisfied	151	12.5%	20	12.5%
1 Very dissatisfied	78	6.4%	10	6.3%
Don't know	56	4.6%	7	4.4%

4e. enforcement of local traffic laws?

	Residents		Neighborhood Contacts	
	Number	Percent	Number	Percent
5 Very satisfied	224	18.5%	6	3.8%
4	409	33.8%	57	35.6%
3	343	28.3%	56	35.0%
2	116	9.6%	24	15.0%
1 Very dissatisfied	71	5.9%	13	8.1%
Don't know	47	3.9%	4	2.5%

4f. quality of fire protection and rescue services?

	Residents		Neighborhood Contacts	
	Number	Percent	Number	Percent
5 Very satisfied	456	37.7%	46	28.8%
4	500	41.3%	78	48.8%
3	151	12.5%	24	15.0%
2	21	1.7%	0	0.0%
1 Very dissatisfied	13	1.1%	0	0.0%
Don't know	69	5.7%	12	7.5%

4g. quality of local ambulance services?

	Residents		Neighborhood Contacts	
	Number	Percent	Number	Percent
5 Very satisfied	369	30.5%	29	18.1%
4	430	35.5%	49	30.6%
3	186	15.4%	30	18.8%
2	36	3.0%	10	6.3%
1 Very dissatisfied	22	1.8%	5	3.1%
Don't know	167	13.8%	37	23.1%

How satisfied are you with. . . .

4h. how quickly public safety personnel respond to emergencies?

	Residents		Neighborhood Contacts	
	Number	Percent	Number	Percent
5 Very satisfied	310	25.6%	27	16.9%
4 Satisfied	401	33.1%	62	38.8%
3 Neutral	225	18.6%	37	23.1%
2 Dissatisfied	84	6.9%	15	9.4%
1 Very dissatisfied	33	2.7%	6	3.8%
Don't know	157	13.0%	13	8.1%

4i. the quality of animal control?

	Residents		Neighborhood Contacts	
	Number	Percent	Number	Percent
5 Very satisfied	160	13.2%	5	3.1%
4	360	29.8%	34	21.3%
3	313	25.9%	39	24.4%
2	154	12.7%	39	24.4%
1 Very dissatisfied	100	8.3%	23	14.4%
Don't know	123	10.2%	20	12.5%

4j. the city's efforts to enhance fire protection?

	Residents		Neighborhood Contacts	
	Number	Percent	Number	Percent
5 Very satisfied	252	20.8%	22	13.8%
4	440	36.4%	51	31.9%
3	259	21.4%	45	28.1%
2	45	3.7%	7	4.4%
1 Very dissatisfied	17	1.4%	2	1.3%
Don't know	197	16.3%	33	20.6%

4k. the city's Municipal Court?

	Residents		Neighborhood Contacts	
	Number	Percent	Number	Percent
5 Very satisfied	132	10.9%	8	5.0%
4	300	24.8%	22	13.8%
3	299	24.7%	35	21.9%
2	87	7.2%	17	10.6%
1 Very dissatisfied	76	6.3%	13	8.1%
Don't know	316	26.1%	65	40.6%

Question 5 – Which two public safety items do you think should receive the most emphasis from city leaders over the next two years?

	1 st Choice		2 nd Choice		Sum of both Choices	
	Res.	N. C.	Res.	N. C.	Res.	N. C.
Local police protection	20.7%	14.4%	9.4%	4.4%	30.2%	18.8%
Efforts to prevent crime	14.8%	5.0%	14.5%	3.8%	29.3%	8.8%
Visibility of police in neighborhoods	17.3%	17.5%	11.9%	6.3%	29.2%	23.8%
Animal Control	8.1%	13.8%	11.3%	10.0%	19.4%	23.8%
Visibility of police in retail areas	7.4%	3.8%	10.0%	6.9%	17.4%	10.6%
Enforcement of local traffic laws	6.7%	10.0%	8.8%	12.5%	15.5%	22.5%
Municipal Court	5.0%	8.1%	5.4%	5.0%	10.4%	13.1%
None chosen	9.4%	15.0%	14.8%	34.4%	9.4%	15.0%
Quick response to emergencies	3.1%	5.0%	5.6%	5.6%	8.8%	10.6%
Local ambulance service	2.6%	5.0%	4.2%	3.1%	6.8%	8.1%
Fire protection & rescue services	3.1%	2.5%	2.1%	6.9%	5.1%	9.4%
Efforts to enhance fire protection	1.7%	0.0%	2.0%	1.3%	3.7%	1.3%

Question 6 - Parks and Recreation Services.

How satisfied are you with. . . .

6a. maintenance of city parks?

	Residents		Neighborhood Contacts	
	Number	Percent	Number	Percent
5 Very satisfied	169	14.0%	12	7.5%
4 Satisfied	390	32.2%	49	30.6%
3 Neutral	325	26.9%	42	26.3%
2 Dissatisfied	98	8.1%	30	18.8%
1 Very dissatisfied	65	5.4%	11	6.9%
Don't know	163	13.5%	16	10.0%

How satisfied are you with. . . .

6b. maintenance of boulevards & parkways?

	Residents		Neighborhood Contacts	
	Number	Percent	Number	Percent
5 Very satisfied	148	12.2%	19	11.9%
4 Satisfied	413	34.1%	68	42.5%
3 Neutral	350	28.9%	37	23.1%
2 Dissatisfied	127	10.5%	21	13.1%
1 Very dissatisfied	52	4.3%	10	6.3%
Don't know	120	9.9%	5	3.1%

6c. the location of city parks?

	Residents		Neighborhood Contacts	
	Number	Percent	Number	Percent
5 Very satisfied	212	17.5%	21	13.1%
4	420	34.7%	67	41.9%
3	317	26.2%	41	25.6%
2	72	6.0%	13	8.1%
1 Very dissatisfied	46	3.8%	7	4.4%
Don't know	143	11.8%	11	6.9%

6d. walking and biking trails in the city parks?

	Residents		Neighborhood Contacts	
	Number	Percent	Number	Percent
5 Very satisfied	124	10.2%	9	5.6%
4	277	22.9%	43	26.9%
3	300	24.8%	31	19.4%
2	181	15.0%	37	23.1%
1 Very dissatisfied	94	7.8%	25	15.6%
Don't know	234	19.3%	15	9.4%

6e. the maintenance of city community centers?

	Residents		Neighborhood Contacts	
	Number	Percent	Number	Percent
5 Very satisfied	119	9.8%	10	6.3%
4	296	24.5%	30	18.8%
3	302	25.0%	35	21.9%
2	95	7.9%	19	11.9%
1 Very dissatisfied	40	3.3%	19	11.9%
Don't know	358	29.6%	47	29.4%

How satisfied are you with. . . .**6f. city swimming pools and programs?**

	Residents		Neighborhood Contacts	
	Number	Percent	Number	Percent
5 Very satisfied	83	6.9%	2	1.3%
4 Satisfied	186	15.4%	13	8.1%
3 Neutral	280	23.1%	27	16.9%
2 Dissatisfied	164	13.6%	23	14.4%
1 Very dissatisfied	95	7.9%	23	14.4%
Don't know	402	33.2%	72	45.0%

6g. city golf courses?

	Residents		Neighborhood Contacts	
	Number	Percent	Number	Percent
5 Very satisfied	124	10.2%	8	5.0%
4	223	18.4%	29	18.1%
3	205	16.9%	33	20.6%
2	41	3.4%	3	1.9%
1 Very dissatisfied	44	3.6%	4	2.5%
Don't know	573	47.4%	83	51.9%

6h. outdoor athletic fields?

	Residents		Neighborhood Contacts	
	Number	Percent	Number	Percent
5 Very satisfied	114	9.4%	4	2.5%
4	318	26.3%	32	20.0%
3	294	24.3%	48	30.0%
2	87	7.2%	12	7.5%
1 Very dissatisfied	48	4.0%	8	5.0%
Don't know	349	28.8%	56	35.0%

6i. city youth athletic programs?

	Residents		Neighborhood Contacts	
	Number	Percent	Number	Percent
5 Very satisfied	95	7.9%	6	3.8%
4	212	17.5%	15	9.4%
3	286	23.6%	30	18.8%
2	107	8.8%	18	11.3%
1 Very dissatisfied	51	4.2%	11	6.9%
Don't know	459	37.9%	80	50.0%

How satisfied are you with. . . .

6j. city adult athletic programs?

	Residents		Neighborhood Contacts	
	Number	Percent	Number	Percent
5 Very satisfied	75	6.2%	3	1.9%
4 Satisfied	203	16.8%	9	5.6%
3 Neutral	262	21.7%	37	23.1%
2 Dissatisfied	99	8.2%	17	10.6%
1 Very dissatisfied	55	4.5%	6	3.8%
Don't know	516	42.6%	88	55.0%

6k. other city recreation programs?

	Residents		Neighborhood Contacts	
	Number	Percent	Number	Percent
5 Very satisfied	97	8.0%	5	3.1%
4	210	17.4%	16	10.0%
3	293	24.2%	33	20.6%
2	63	5.2%	12	7.5%
1 Very dissatisfied	54	4.5%	4	2.5%
Don't know	493	40.7%	90	56.3%

6l. ease of registering for programs?

	Residents		Neighborhood Contacts	
	Number	Percent	Number	Percent
5 Very satisfied	85	7.0%	6	3.8%
4	214	17.7%	17	10.6%
3	268	22.1%	34	21.3%
2	70	5.8%	8	5.0%
1 Very dissatisfied	50	4.1%	6	3.8%
Don't know	523	43.2%	89	55.6%

6m. reasonableness of fees charged for programs?

	Residents		Neighborhood Contacts	
	Number	Percent	Number	Percent
5 Very satisfied	85	7.0%	5	3.1%
4	211	17.4%	25	15.6%
3	262	21.7%	32	20.0%
2	77	6.4%	4	2.5%
1 Very dissatisfied	52	4.3%	9	5.6%
Don't know	523	43.2%	85	53.1%

Question 7 – Which two of these parks & recreation items do you think should receive the most emphasis from city leaders over the next two years?

	1 st Choice		2 nd Choice		Sum of both Choices	
	Res.	N. C.	Res.	N. C.	Res.	N. C.
Maintenance of city parks	18.6%	13.8%	8.8%	6.3%	27.4%	20.0%
None chosen	23.1%	43.1%	28.8%	53.8%	23.1%	43.1%
Walking and biking trails	12.0%	8.8%	10.6%	7.5%	22.6%	16.3%
Maintenance of boulevards and parkways	10.0%	5.6%	8.9%	5.6%	18.9%	11.3%
Swimming pools and programs	8.5%	5.0%	8.8%	2.5%	17.3%	7.5%
Youth athletic programs	6.4%	7.5%	6.2%	3.1%	12.6%	10.6%
Location of city parks	5.0%	1.9%	5.5%	2.5%	10.5%	4.4%
Maintenance of community centers	4.1%	6.9%	5.1%	7.5%	9.3%	14.4%
Reasonableness of fees	3.4%	2.5%	3.9%	2.5%	7.3%	5.0%
Outdoor athletic fields	2.1%	2.5%	4.5%	2.5%	6.5%	5.0%
Ease of registering	2.0%	0.6%	2.5%	0.6%	4.5%	1.3%
Other recreation programs	1.9%	0.6%	2.0%	1.3%	3.9%	1.9%
Adult athletic programs	1.5%	0.6%	2.2%	3.8%	3.7%	4.4%
Golf courses	1.3%	0.6%	2.3%	0.6%	3.6%	1.3%

Question 8 – Maintenance activities.

How satisfied are you with. . . .

8a. maintenance of city streets?

	Residents		Neighborhood Contacts	
	Number	Percent	Number	Percent
5 Very satisfied	41	3.4%	3	1.9%
4 Satisfied	198	16.4%	12	7.5%
3 Neutral	299	24.7%	49	30.6%
2 Dissatisfied	368	30.4%	49	30.6%
1 Very dissatisfied	297	24.5%	43	26.9%
Don't know	7	0.6%	4	2.5%

8b. maintenance of streets in your neighborhood?

	Residents		Neighborhood Contacts	
	Number	Percent	Number	Percent
5 Very satisfied	81	6.7%	7	4.4%
4	264	21.8%	31	19.4%
3	314	26.0%	51	31.9%
2	280	23.1%	37	23.1%
1 Very dissatisfied	267	22.1%	34	21.3%
Don't know	4	0.3%	0	0.0%

Survey Results for Citizens and Neighborhood Contacts

How satisfied are you with. . . .

8c. smoothness of city streets?

	Residents		Neighborhood Contacts	
	Number	Percent	Number	Percent
5 Very satisfied	32	2.6%	3	1.9%
4 Satisfied	152	12.6%	17	10.6%
3 Neutral	333	27.5%	45	28.1%
2 Dissatisfied	351	29.0%	55	34.4%
1 Very dissatisfied	334	27.6%	39	24.4%
Don't know	8	0.7%	1	0.6%

8d. condition of sidewalks in the city?

	Residents		Neighborhood Contacts	
	Number	Percent	Number	Percent
5 Very satisfied	43	3.6%	2	1.3%
4	257	21.2%	10	6.3%
3	349	28.8%	37	23.1%
2	275	22.7%	57	35.6%
1 Very dissatisfied	219	18.1%	40	25.0%
Don't know	67	5.5%	14	8.8%

8e. maintenance of street signs?

	Residents		Neighborhood Contacts	
	Number	Percent	Number	Percent
5 Very satisfied	144	11.9%	13	8.1%
4	505	41.7%	54	33.8%
3	334	27.6%	56	35.0%
2	125	10.3%	23	14.4%
1 Very dissatisfied	76	6.3%	11	6.9%
Don't know	26	2.1%	3	1.9%

8f. maintenance of traffic signals?

	Residents		Neighborhood Contacts	
	Number	Percent	Number	Percent
5 Very satisfied	189	15.6%	18	11.3%
4	557	46.0%	78	48.8%
3	292	24.1%	45	28.1%
2	103	8.5%	12	7.5%
1 Very dissatisfied	57	4.7%	5	3.1%
Don't know	12	1.0%	2	1.3%

How satisfied are you with. . . .**8g. maintenance/preservation of downtown KCMO?**

	Residents		Neighborhood Contacts	
	Number	Percent	Number	Percent
5 Very satisfied	114	9.4%	5	3.1%
4 Satisfied	331	27.4%	31	19.4%
3 Neutral	332	27.4%	45	28.1%
2 Dissatisfied	179	14.8%	39	24.4%
1 Very dissatisfied	161	13.3%	31	19.4%
Don't know	93	7.7%	9	5.6%

8h. maintenance of city buildings?

	Residents		Neighborhood Contacts	
	Number	Percent	Number	Percent
5 Very satisfied	165	13.6%	16	10.0%
4	431	35.6%	54	33.8%
3	334	27.6%	52	32.5%
2	72	6.0%	14	8.8%
1 Very dissatisfied	51	4.2%	4	2.5%
Don't know	157	13.0%	20	12.5%

8i. snow removal on major city streets?

	Residents		Neighborhood Contacts	
	Number	Percent	Number	Percent
5 Very satisfied	217	17.9%	14	8.8%
4	475	39.3%	65	40.6%
3	304	25.1%	46	28.8%
2	111	9.2%	17	10.6%
1 Very dissatisfied	83	6.9%	15	9.4%
Don't know	20	1.7%	3	1.9%

8j. snow removal in residential areas?

	Residents		Neighborhood Contacts	
	Number	Percent	Number	Percent
5 Very satisfied	67	5.5%	4	2.5%
4	250	20.7%	32	20.0%
3	342	28.3%	44	27.5%
2	276	22.8%	37	23.1%
1 Very dissatisfied	253	20.9%	39	24.4%
Don't know	22	1.8%	4	2.5%

How satisfied are you with. . . .

8k. mowing/trimming along city streets?

	Residents		Neighborhood Contacts	
	Number	Percent	Number	Percent
5 Very satisfied	122	10.1%	5	3.1%
4 Satisfied	395	32.6%	32	20.0%
3 Neutral	376	31.1%	44	27.5%
2 Dissatisfied	161	13.3%	40	25.0%
1 Very dissatisfied	124	10.2%	31	19.4%
Don't know	32	2.6%	8	5.0%

8l. cleanliness of city streets and public areas?

	Residents		Neighborhood Contacts	
	Number	Percent	Number	Percent
5 Very satisfied	71	5.9%	6	3.8%
4	375	31.0%	24	15.0%
3	440	36.4%	58	36.3%
2	205	16.9%	46	28.8%
1 Very dissatisfied	105	8.7%	21	13.1%
Don't know	14	1.2%	5	3.1%

8m. quality of trash collection services?

	Residents		Neighborhood Contacts	
	Number	Percent	Number	Percent
5 Very satisfied	270	22.3%	28	17.5%
4	494	40.8%	71	44.4%
3	249	20.6%	33	20.6%
2	111	9.2%	11	6.9%
1 Very dissatisfied	53	4.4%	13	8.1%
Don't know	33	2.7%	4	2.5%

8n. adequacy of city street lighting?

	Residents		Neighborhood Contacts	
	Number	Percent	Number	Percent
5 Very satisfied	229	18.9%	31	19.4%
4	539	44.5%	75	46.9%
3	293	24.2%	36	22.5%
2	95	7.9%	9	5.6%
1 Very dissatisfied	44	3.6%	6	3.8%
Don't know	10	0.8%	3	1.9%

How satisfied are you with. . . .**8o. timeliness of the removal of abandoned cars?**

	Residents		Neighborhood Contacts	
	Number	Percent	Number	Percent
5 Very satisfied	113	9.3%	5	3.1%
4 Satisfied	283	23.4%	29	18.1%
3 Neutral	305	25.2%	29	18.1%
2 Dissatisfied	172	14.2%	35	21.9%
1 Very dissatisfied	131	10.8%	32	20.0%
Don't know	206	17.0%	30	18.8%

Question 9 – Which two of these maintenance items do you think should receive the most emphasis from city leaders over the next two years?

	1 st Choice		2 nd Choice		Sum of both Choices	
	Res.	N. C.	Res.	N. C.	Res.	N. C.
Maintenance of city streets	29.9%	22.5%	12.0%	12.5%	41.9%	35.0%
Smoothness of city streets	12.6%	3.1%	16.4%	9.4%	29.0%	12.5%
Snow removal in residential areas	9.5%	10.0%	13.2%	5.6%	22.7%	15.6%
Maintenance of streets in your Neighborhood	9.7%	1.9%	11.2%	5.0%	20.9%	6.9%
Condition of sidewalks in city	5.7%	10.0%	7.4%	9.4%	13.1%	19.4%
Maintenance/preservation of downtown KCMO	5.7%	3.8%	5.4%	1.3%	11.1%	5.0%
Timeliness of the removal of abandoned Cars	5.5%	11.9%	4.3%	6.9%	9.8%	18.8%
Cleanliness of city streets & public areas	2.9%	6.3%	5.7%	5.0%	8.6%	11.3%
None chosen	6.3%	11.3%	8.7%	27.5%	6.3%	11.3%
Mowing/trimming along city streets	1.8%	3.8%	4.4%	7.5%	6.2%	11.3%
Snow removal on major city streets	2.6%	1.9%	2.3%	2.5%	5.0%	4.4%
Quality of trash collection services	2.2%	5.6%	2.5%	1.3%	4.7%	6.9%
Adequacy of city street lighting	1.9%	5.0%	2.2%	1.9%	4.1%	6.9%
Maintenance of traffic signals	1.7%	0.6%	1.7%	0.6%	3.4%	1.3%
Maintenance of street signs	1.2%	2.5%	1.4%	3.8%	2.6%	6.3%
Maintenance of city buildings	0.8%	0.0%	1.1%	0.0%	1.9%	0.0%

Question 10 – Code enforcement activities.

How satisfied are you with. . . .

10a. clean up of litter and debris on private property?

	Residents		Neighborhood Contacts	
	Number	Percent	Number	Percent
5 Very satisfied	89	7.4%	6	3.8%
4 Satisfied	277	22.9%	12	7.5%
3 Neutral	334	27.6%	32	20.0%
2 Dissatisfied	202	16.7%	50	31.3%
1 Very dissatisfied	151	12.5%	38	23.8%
Don't know	157	13.0%	22	13.8%

10b. mowing and cleaning of weeds on private property?

	Residents		Neighborhood Contacts	
	Number	Percent	Number	Percent
5 Very satisfied	103	8.5%	5	3.1%
4	267	22.1%	16	10.0%
3	316	26.1%	25	15.6%
2	223	18.4%	46	28.8%
1 Very dissatisfied	144	11.9%	43	26.9%
Don't know	157	13.0%	25	15.6%

10c. maintenance of residential property?

	Residents		Neighborhood Contacts	
	Number	Percent	Number	Percent
5 Very satisfied	102	8.4%	7	4.4%
4	285	23.6%	19	11.9%
3	370	30.6%	38	23.8%
2	189	15.6%	49	30.6%
1 Very dissatisfied	122	10.1%	29	18.1%
Don't know	142	11.7%	18	11.3%

10d. exterior maintenance of business property?

	Residents		Neighborhood Contacts	
	Number	Percent	Number	Percent
5 Very satisfied	108	8.9%	5	3.1%
4	355	29.3%	19	11.9%
3	391	32.3%	44	27.5%
2	103	8.5%	41	25.6%
1 Very dissatisfied	61	5.0%	20	12.5%
Don't know	192	15.9%	31	19.4%

How satisfied are you with. . . .**10e. codes designed to protect public safety?**

	Residents		Neighborhood Contacts	
	Number	Percent	Number	Percent
5 Very satisfied	132	10.9%	6	3.8%
4 Satisfied	366	30.2%	37	23.1%
3 Neutral	379	31.3%	43	26.9%
2 Dissatisfied	98	8.1%	30	18.8%
1 Very dissatisfied	58	4.8%	19	11.9%
Don't know	177	14.6%	25	15.6%

10f. sign regulations?

	Residents		Neighborhood Contacts	
	Number	Percent	Number	Percent
5 Very satisfied	130	10.7%	7	4.4%
4	370	30.6%	25	15.6%
3	346	28.6%	57	35.6%
2	94	7.8%	22	13.8%
1 Very dissatisfied	48	4.0%	18	11.3%
Don't know	222	18.3%	31	19.4%

10g. enforcing and prosecuting illegal dumping activities?

	Residents		Neighborhood Contacts	
	Number	Percent	Number	Percent
5 Very satisfied	103	8.5%	2	1.3%
4	196	16.2%	10	6.3%
3	314	26.0%	30	18.8%
2	214	17.7%	36	22.5%
1 Very dissatisfied	166	13.7%	53	33.1%
Don't know	217	17.9%	29	18.1%

10h. equal opportunity among all citizens?

	Residents		Neighborhood Contacts	
	Number	Percent	Number	Percent
5 Very satisfied	136	11.2%	13	8.1%
4	330	27.3%	34	21.3%
3	332	27.4%	35	21.9%
2	137	11.3%	19	11.9%
1 Very dissatisfied	104	8.6%	16	10.0%
Don't know	171	14.1%	43	26.9%

Question 11 – Which two of these code enforcement items do you think should receive the most emphasis from city leaders over the next two years?

	1 st Choice		2 nd Choice		Sum of both Choices	
	Res.	N. C.	Res.	N. C.	Res.	N. C.
Illegal dumping activities	18.1%	28.8%	14.8%	7.5%	32.9%	36.3%
Clean up litter	21.6%	15.6%	9.8%	16.3%	31.3%	31.9%
Equal opportunity among all citizens	11.2%	6.3%	11.6%	3.1%	22.7%	9.4%
None chosen	20.6%	23.1%	25.5%	36.9%	20.6%	23.1%
Mow and cut weeds on private property	7.1%	5.6%	12.7%	11.3%	19.8%	16.9%
Maintenance of residential property	7.5%	13.8%	12.1%	10.0%	19.7%	23.8%
Protect public safety and health	6.0%	1.9%	6.0%	5.6%	12.0%	7.5%
Exterior maintenance business property	5.2%	1.9%	3.3%	6.9%	8.5%	8.8%
Sign regulation	2.7%	3.1%	4.3%	2.5%	7.0%	5.6%

Question 12 – City management.

How satisfied are you with. . . .

12a. the quality of leadership provided?

	Residents		Neighborhood Contacts	
	Number	Percent	Number	Percent
5 Very satisfied	84	6.9%	12	7.5%
4 Satisfied	336	27.8%	40	25.0%
3 Neutral	421	34.8%	60	37.5%
2 Dissatisfied	161	13.3%	29	18.1%
1 Very dissatisfied	98	8.1%	18	11.3%
Don't know	110	9.1%	1	0.6%

12b. the effectiveness of appointed boards and commissions?

	Residents		Neighborhood Contacts	
	Number	Percent	Number	Percent
5 Very satisfied	83	6.9%	7	4.4%
4	276	22.8%	31	19.4%
3	400	33.1%	63	39.4%
2	178	14.7%	31	19.4%
1 Very dissatisfied	87	7.2%	12	7.5%
Don't know	186	15.4%	16	10.0%

How satisfied are you with. . . .

12c. the effectiveness of city manager and appointed staff?

	Residents		Neighborhood Contacts	
	Number	Percent	Number	Percent
5 Very satisfied	87	7.2%	19	11.9%
4 Satisfied	315	26.0%	42	26.3%
3 Neutral	400	33.1%	52	32.5%
2 Dissatisfied	142	11.7%	18	11.3%
1 Very dissatisfied	77	6.4%	7	4.4%
Don't know	189	15.6%	22	13.8%

Question 13 – City Communications.

How satisfied are you with. . . .

13a. the information about programs and services?

	Residents		Neighborhood Contacts	
	Number	Percent	Number	Percent
5 Very satisfied	131	10.8%	16	10.0%
4	342	28.3%	52	32.5%
3	361	29.8%	47	29.4%
2	195	16.1%	29	18.1%
1 Very dissatisfied	94	7.8%	15	9.4%
Don't know	87	7.2%	1	0.6%

13b. city efforts to keep you informed about local issues?

	Residents		Neighborhood Contacts	
	Number	Percent	Number	Percent
5 Very satisfied	134	11.1%	15	9.4%
4	334	27.6%	46	28.8%
3	356	29.4%	47	29.4%
2	213	17.6%	31	19.4%
1 Very dissatisfied	110	9.1%	20	12.5%
Don't know	63	5.2%	1	0.6%

13c. the level of public involvement in local decision making?

	Residents		Neighborhood Contacts	
	Number	Percent	Number	Percent
5 Very satisfied	77	6.4%	8	5.0%
4	251	20.7%	24	15.0%
3	394	32.6%	50	31.3%
2	231	19.1%	39	24.4%
1 Very dissatisfied	133	11.0%	28	17.5%
Don't know	124	10.2%	11	6.9%

Question 14 – How much do you watch the City’s cable television Channel 2?

	Residents		Neighborhood Contacts	
	Number	Percent	Number	Percent
Zero/Did not watch	762	63.0%	74	46.3%
Less than 15 minutes	171	14.1%	26	16.3%
15-59 minutes	147	12.1%	33	20.6%
1 to 3 hours	73	6.0%	17	10.6%
More than 3 hours	54	4.5%	10	6.3%
Don't know	3	0.2%	0	0.0%

Question 15 – Rating Kansas City, Missouri.

How would you rate Kansas City, Missouri. . . .

15a. as a place to live?

	Residents		Neighborhood Contacts	
	Number	Percent	Number	Percent
5 Excellent	280	23.1%	47	29.4%
4 Good	518	42.8%	80	50.0%
3 Neutral	294	24.3%	25	15.6%
2 Below Average	72	6.0%	7	4.4%
1 Poor	37	3.1%	1	0.6%
Don't know	9	0.7%	0	0.0%

15b. as a place to raise children?

	Residents		Neighborhood Contacts	
	Number	Percent	Number	Percent
Excellent	211	17.4%	34	21.3%
Good	423	35.0%	60	37.5%
Neutral	308	25.5%	33	20.6%
Below Average	128	10.6%	15	9.4%
Poor	86	7.1%	10	6.3%
Don't know	54	4.5%	8	5.0%

15c. as a place to work?

	Residents		Neighborhood Contacts	
	Number	Percent	Number	Percent
Excellent	221	18.3%	32	20.0%
Good	468	38.7%	78	48.8%
Neutral	308	25.5%	35	21.9%
Below Average	97	8.0%	7	4.4%
Poor	65	5.4%	5	3.1%
Don't know	51	4.2%	3	1.9%

Question 16 – Feelings of Safety.**How safe do you feel. . . .****16a. at home during the day?**

	Residents		Neighborhood Contacts	
	Number	Percent	Number	Percent
Very safe	499	41.2%	75	46.9%
Safe	477	39.4%	63	39.4%
Neutral	149	12.3%	13	8.1%
Unsafe	44	3.6%	8	5.0%
Very unsafe	26	2.1%	1	0.6%
Don't know	15	1.2%	0	0.0%

16b. at home at night?

	Residents		Neighborhood Contacts	
	Number	Percent	Number	Percent
Very safe	358	29.6%	56	35.0%
Safe	461	38.1%	67	41.9%
Neutral	231	19.1%	23	14.4%
Unsafe	92	7.6%	10	6.3%
Very unsafe	57	4.7%	4	2.5%
Don't know	11	0.9%	0	0.0%

16c. in your neighborhood during the day?

	Residents		Neighborhood Contacts	
	Number	Percent	Number	Percent
Very safe	467	38.6%	67	41.9%
Safe	476	39.3%	71	44.4%
Neutral	179	14.8%	16	10.0%
Unsafe	41	3.4%	5	3.1%
Very unsafe	31	2.6%	1	0.6%
Don't know	16	1.3%	0	0.0%

16d. in your neighborhood at night?

	Residents		Neighborhood Contacts	
	Number	Percent	Number	Percent
Very safe	281	23.2%	41	25.6%
Safe	416	34.4%	71	44.4%
Neutral	271	22.4%	26	16.3%
Unsafe	132	10.9%	17	10.6%
Very unsafe	96	7.9%	5	3.1%
Don't know	14	1.2%	0	0.0%

How safe do you feel. . .

16e. in the city parks during the day?

	Residents		Neighborhood Contacts	
	Number	Percent	Number	Percent
Very safe	207	17.1%	14	8.8%
Safe	381	31.5%	60	37.5%
Neutral	244	20.2%	31	19.4%
Unsafe	86	7.1%	18	11.3%
Very unsafe	58	4.8%	8	5.0%
Don't know	234	19.3%	29	18.1%

16f. in city parks at night?

	Residents		Neighborhood Contacts	
	Number	Percent	Number	Percent
Very safe	46	3.8%	1	0.6%
Safe	86	7.1%	2	1.3%
Neutral	174	14.4%	22	13.8%
Unsafe	214	17.7%	41	25.6%
Very unsafe	360	29.8%	46	28.8%
Don't know	330	27.3%	48	30.0%

Questions 17, 18, 19 – Visits to parks and park facilities.

17. During the past 12 months, approximately how many times did you or other members of your household visit any parks in Kansas City, Missouri?

	Residents		Neighborhood Contacts	
	Number	Percent	Number	Percent
At least once a week	171	14.1%	33	20.6%
A few times a month	196	16.2%	26	16.3%
Monthly	181	15.0%	26	16.3%
Less than once a month	170	14.0%	38	23.8%
Seldom or never	492	40.7%	37	23.1%

18. During the past 12 months, approximately how many times did you or other members of your household visit a city park in KCMO that is near your home?

	Residents		Neighborhood Contacts	
	Number	Percent	Number	Percent
At least once a week	163	13.5%	28	17.5%
A few times a month	177	14.6%	22	13.8%
Monthly	151	12.5%	21	13.1%
Less than once a month	164	13.6%	41	25.6%
Seldom or never	555	45.9%	48	30.0%

19. During the past 12 months, approximately how many times did you or other members of your household use city recreation facilities, such as swimming pools, community centers, sports fields, golf courses, playgrounds, trails/paths, or ice arenas?

	Residents		Neighborhood Contacts	
	Number	Percent	Number	Percent
At least once a week	120	9.9%	18	11.3%
A few times a month	164	13.6%	18	11.3%
Monthly	120	9.9%	22	13.8%
Less than once a month	131	10.8%	36	22.5%
Seldom or never	673	55.6%	66	41.3%
Don't know	2	0.2%	0	0.0%

Questions 20 and 21 – Health insurance.

20. How many persons in your household are covered by some type of health insurance?

	Residents		Neighborhood Contacts	
	Number	Percent	Number	Percent
1	352	29.1%	36	22.5%
2	330	27.3%	65	40.6%
3	183	15.1%	23	14.4%
4	134	11.1%	25	15.6%
5+	113	9.4%	8	5.0%
0	96	7.9%	3	1.9%
No response	2	0.2%		

21. What types of health insurance do people in your household have?

	Residents		Neighborhood Contacts	
	Number	Percent	Number	Percent
Employer/school provided	665	55.0%	114	71.3%
Medicare	201	16.6%	26	16.2%
Medicare supplemental policy	53	4.4%	1	0.6%
Medicaid	97	8.0%	1	0.6%
MC+	16	1.3%	0	0.0%
Other type	72	6.0%	13	8.1%
None	94	7.8%	3	1.9%
Refused	12	0.9%	2	1.3%

Questions 22, 24⁴, 25, 26, 27, 27a, 28, 29, 30, 31 – Demographic Information

Question 22 – Household members.

22. Counting yourself, how many people regularly live in your household?

	Residents		Neighborhood Contacts	
	Number	Percent	Number	Percent
1	336	27.8%	34	21.2%
2	340	28.1%	68	42.5%
3	223	18.4%	22	13.8%
4	165	13.6%	27	16.9%
5 or more	145	12.0%	7	4.4%
Blank	1	0.1%	2	1.3%

24. Approximately how many years have you lived in the City of Kansas City, Missouri?

	Residents		Neighborhood Contacts	
	Number	Percent	Number	Percent
Under 3 years	77	6.4%	1	0.6%
3 to 5 years	121	10.0%	5	3.1%
6 to 10 years	117	9.7%	15	9.4%
11 to 15 years	82	6.8%	11	6.9%
16 to 20 years	74	6.1%	10	6.3%
21 to 30 years	175	14.5%	24	15.0%
31+ years	563	46.6%	92	57.5%
Blank	1	0.1%	2	1.3%

25. Do you own or rent your current residence?

	Residents		Neighborhood Contacts	
	Number	Percent	Number	Percent
Own	755	62.5%	156	97.5%
Rent	454	37.4%	2	1.3%
Refused	1	0.1%	2	1.3%

⁴ Question 23 asked respondents to identify the number of household occupants under age 5, ages 5-9, ages 10 to 14, ages 15 to 19, etc. The results did not yield any meaningful differences between residents and neighborhood contacts.

26. Which of the following best describes your race/ethnicity?

	Residents		Neighborhood Contacts	
	Number	Percent	Number	Percent
Asian/Pacific Islander	13	1.1%	0	0.0%
White	747	61.7%	121	75.6%
American Indian/Eskimo	16	1.3%	3	1.9%
Black/African American	424	35.1%	29	18.1%
Other	6	0.5%	1	0.6%
Refused	4	0.3%	6	3.8%

27. Are any members Hispanic/Latino/Spanish ancestry?

	Residents		Neighborhood Contacts	
	Number	Percent	Number	Percent
Yes	126	10.4%	7	4.4%
No	1080	89.3%	150	93.8%
Refused	4	0.3%	3	1.9%

27a. (If yes to question 27) Do you or other members of your household speak Spanish as your primary language?

	Residents		Neighborhood Contacts	
	Number	Percent	Number	Percent
Yes	44	34.9%	2	28.6%
No	72	57.1%	5	71.4%
Refused	10	7.9%	0	0.0%

28. What is your age?

	Residents		Neighborhood Contacts	
	Number	Percent	Number	Percent
Under 25	116	9.6%	1	0.6%
25 to 34	238	19.7%	3	1.9%
35 to 44	237	19.6%	25	15.6%
45 to 54	244	20.2%	55	34.4%
55 to 64	162	13.4%	29	18.1%
65+	211	17.4%	43	26.9%
Refused	2	0.2%	4	2.5%

29. What would you say your total household income is?

	Residents		Neighborhood Contacts	
	Number	Percent	Number	Percent
Under \$30,000	404	32.4%	16	10.0%
\$30,000 to \$59,999	395	32.6%	44	27.5%
\$60,000 to \$99,999	168	14.9%	32	20.0%
\$100,000+	54	4.5%	23	14.4%
Refused	189	15.6%	45	28.1%

30. Respondent's gender?

	Residents		Neighborhood Contacts	
	Number	Percent	Number	Percent
Male	544	45.0%	73	45.6%
Female	666	55.0%	87	54.4%

31. Have you or other adult members of your household used the internet from your home during the past week?

	Residents		Neighborhood Contacts	
	Number	Percent	Number	Percent
Yes	567	46.8%	115	71.9%
No	637	52.7%	44	27.5%
No response	6	0.5%	1	0.6%

32. Would you be willing to attend a focus group or public meeting to discuss stormwater issues?

	Residents		Neighborhood Contacts	
	Number	Percent	Number	Percent
Yes	282	23.3%	101	63.1%
No	928	76.7%	59	36.9%